

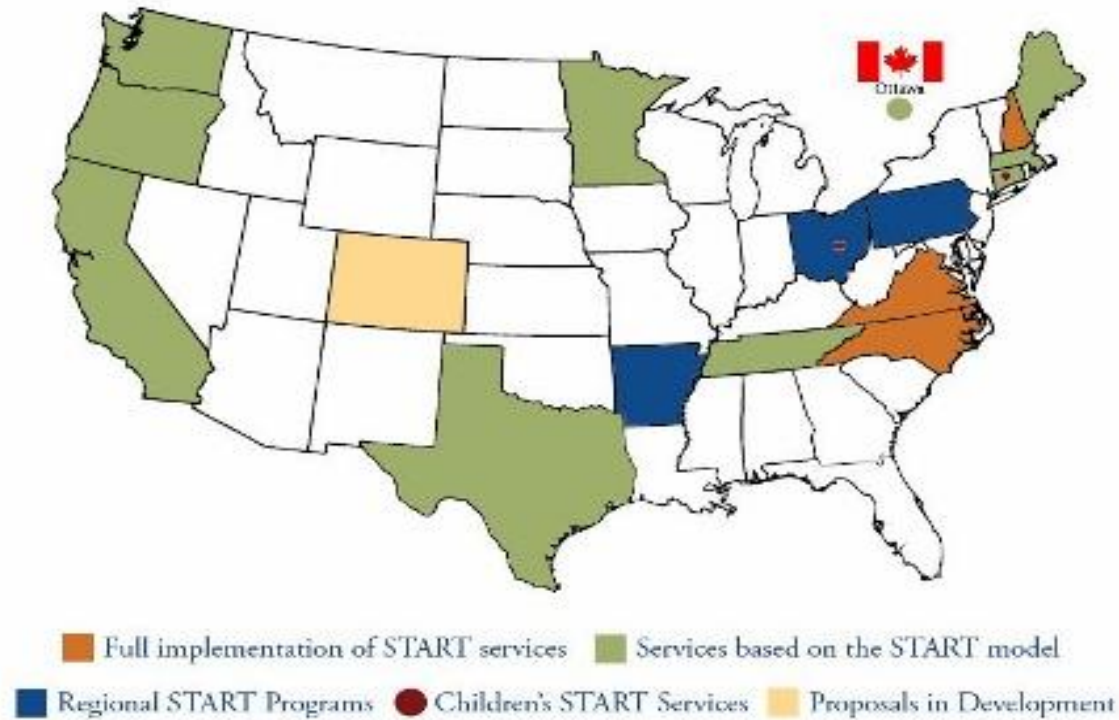
Region I

James Vann

**Welcome to START in
Virginia**



START Across North America



Welcome to START in Virginia

- By developing the START model in Virginia, we have accessed a National Network of professionals specializing in working with individuals with IDD/MH needs.
- Membership has its privileges!
 - START National Training Series
 - Comprehensive Systems assessment and Consultation
 - Intensive START Coordinator Certification process to ensure quality service for our state.

Welcome to START in Virginia

- VA START is Still Developing
 - Most programs have been running for less than six months.
 - Staff turn-over has plagued many of our programs making it difficult to build expertise.
 - Community expectations are high as Virginia struggles to adapt to the whirlwind of changes in the system of care.
 - Program were inundated with referrals during the first months of service due to a community hungry for support.

Welcome to START in Virginia

- These Challenges are similar to those experienced in other states.
 - NC START Central experienced almost a complete turn-over in staff during the first year of operation.
 - The programs in NC were still providing START orientation training to the community for over two years to inform and clarify the role of START in the state.
 - Complaints from the community were frequent.

Welcome to START in Virginia

- Four years into the program:
 - NC START Central is considered one of the best START programs in the country.
 - The community understands START and utilizes the service effectively to meet the needs of individuals.
 - Respite operations are sought after by the community to the point that planned services are scheduled at 100% occupancy 90 days in advance. Emergency beds are at capacity 91% of the time.
 - The program has lost only two coordinators in three years.

Virginia START Programs will surpass the successes of START predecessors! Due to the access to the Center for START Services, each program developed is able to learn from the experiences of those that came before.

Welcome to START in Virginia

START Region 1

HPR 1: Rockbridge, Valley, Harrisonburg Rockingham, Northwestern, Rappahannock-Rapidan, Rappahannock, Area, Horizon, and Region Ten CSB

- Easter Seals UCP was selected to implement START through a competitive RFP process with Region Ten CSB, lead agency for START in HPR I.
- START mobile crisis and therapeutic respite services in region 1 began in January 2013
- Services offered include crisis response, community (in home) therapeutic respite, facility based therapeutic respite

START Implementation

- Currently Region 1 has 135 referrals
- In home respite=72 events
- Facility based respite=37
 - Emergency= 19
 - Planned=18

Data (SIRS)

- **Challenges:**
 - **Meeting the demand of Respite service, both in-home and facility based (demand exceeding capacity)**
 - **Sensory room needed to be larger so a respite remodel is underway. Once completed, all six beds will be available.**
 - **Hiring appropriate staff to provide staffing for in-home service**
- **Successes:**
 - **Case Examples:**

Challenges and Successes

Region II

Philippe Kane, Psy.D.

**Welcome to START in
Virginia**



START Region 2

Northern Virginia: Alexandria County, Loudoun County, Arlington County, Fairfax County, Prince William County

- START Region 2 is operated by Easter Seals UCP.
- START mobile crisis services in region 2 began in January 2013 and respite operations commenced in February of 2013
- Services offered include crisis response, community (in home) therapeutic respite, facility based therapeutic respite

START Implementation

- Currently Region 2 has 89 active cases entered into SIRS
- In home respite=9
- Facility based respite=15
 - Emergency= 5
 - Planned=10

Data (SIRS)

- Challenge: Breaking the Cycle of Unnecessary Hospitalization
- Successes built on trust: 1) Woman with Mild ID, Depression, Bulimia Nervosa
- 2) Young man with Moderate ID, violent trauma history, Bipolar Disorder

Challenges and Successes

Region III

Denise Hall, LCSW

**Welcome to START in
Virginia**



SOUTHWEST VIRGINIA

Alleghany-Highlands CSB

Blue Ridge Behavioral Health

Cumberland Mountain CSB

Dickenson County CSB

Danville-Pittsylvania CSB

Highlands CSB

New River Valley CSB (Fiscal agent/operations manager)

Mount Rogers CSB

Planning District I CSB

Piedmont CSB

VA START REGION III

VA START REGION III

- Region III covers over 11,668 square miles of primarily rural Southwestern Virginia.
- Of Virginia's 8,001,024 residents, 1,103,923 reside in this region.
- There are 25 Counties and 9 Cities within the region.

VA START REGION III

- Region III START began initial operations in June 2012
- Community based services including START coordinators/ community based crisis/respite providers working within systems of care including private homes, ALFs, training centers, psychiatric facilities, day programs, Etc.
- START Respite house began operations November 2012. Four beds to current operation of six bed availability. Beds include 3 planned/3 crisis.
- Crisis on call began July 2012, during regular business hours.
- 24/7 coverage, fully operational November 2012.

VA START REGION III

Challenges

- Much of the terrain in Region III is very rural and mountainous.
- Nearly the entire region is considered a Mental Health Professional Shortage Area by the Virginia Department of Health.
- Nearly half of the region is a Primary Care Health Professional Shortage Area.
- 1/3 of the localities have a shortage of Dental Health Professionals.

VA START REGION III

Services Provided

- Consultation
- Assessment
- START Coordinator Cross System Strengthening
- Crisis response 24/7
- In-home Crisis Stabilization/Intervention/Prevention
- Facility based Respite/Crisis Stabilization
- Community Education and Training
- Training Center Discharge support and planning

VA START REGION III

SIRS DATA to DATE

- Current active clients: 136
- In home community based respite/crisis plans: 97
- Facility based respite admissions:
 - Emergency admissions: 30
 - Planned admissions: 28

WHY WE DO WHAT WE DO!!

JEFF.....

- **DEMOGRAPHIC INFORMATION:** Jeff is a 32 year old Caucasian male, who resides in a sponsored living home in SW Virginia.
- He has never been married.
- He has never been employed.
- He attended special education classes in school and has a high school diploma.

VA START REGION III

DIAGNOSIS:

AXIS I: 295.70 Schizoaffective Disorder;
296.2 Major depressive disorder;
300.02 Generalized Anxiety Disorder

AXIS II: 317 Mild Intellectual Disability

AXIS III: Hx of seizures; tachycardia; polydipsia, hx of cancer;
extrapyramidal symptoms; TBI as result of childhood injury;
extraction of permanent teeth/dentures.

AXIS IV: Problems with primary support group;
problems with social environment;
problems with housing

AXIS V: 50

VA START REGION III

- **PRESENTING PROBLEM:** Jeff's Support Coordinator referred him to START in 11/2012, as he was at risk of losing his placement in an adult living facility for:
- Stealing hygiene items from other residents' rooms.
- Excessive showering & consuming toothpaste.
- Staff having to monitor him constantly to prevent him from going into residents' rooms, putting him at risk of assault by other residents and eviction.
- Concerns of excessive fluid intake.

VA START REGION III

- **WHAT DID START DO WITHIN THE SYSTEM?**
- Facilitated 4 START respite stays to observe, collect data and provide information and supports strategies to Jeff and his system.
- Provided an environment at respite of assess medical and dental needs
- Provisional crisis plan
- Cross Systems Crisis Intervention Plan development and training.
- Participated in discharge planning meeting at ALF with Jeff's parents and Support Coordinator, for move to new host home.
- Reviewed records to obtain additional medical, psychological, psychiatric, behavioral information to better understand Jeff and systemic needs.
- Supported and facilitated of appointments with his PCP and psychiatrist.
- Due to concerns during respite stay regarding the condition of Jeff's dentures, care and cleaning of the dentures has been included in Jeff's Residential Plan for daily support.
- Training for new sponsor home providers regarding data collected at respite.

VA START REGION III

- Jeff received an ID waiver slot on 1/17/13.
- Jeff visited various providers between January and March and ultimately selected his current sponsored family home and moved in 3/1/13.
- Jeff has not been to the ER or requested emergency respite since he moved in March.
- START continued to work with Jeff through the transition.

VA START REGION III

Jeff's initial visit to

Respite:

Limited conversation

Isolative

Excessive time in bathroom

Poor eye contact

Wearing heavy clothes

Blankets

Hats

Hoodies

Coats



VA START REGION III

- Jeff during a follow up visit:

Increased participation

Increase in social activities

Reduced isolation



VA START REGION III

- Jeff at Planned
Respite preparing
lunch in
May 2013



Region IV

Ron Lucas

**Welcome to START in
Virginia**

START Region IV

Central Virginia: Chesterfield CSB, District 19 CSB,
Henrico CSB, Hanover CSB, Goochland Powhatan CSB,
Crossroads CSB, Southside CSB, Richmond Behavioral
Health Authority

START Region IV

- * START Region IV is operated by Richmond Behavioral Health Authority.
- * START Mobile Support Services 24/7 coverage began in September 2012.
- * Our respite facility operation will begin operating in August/September 2013

START Region IV

- * Services currently offered include:
 - Consultation
 - Assessment
 - Crisis Response provided 24/7
 - In Home Supports
 - Education and Training
 - Support and transition planning for individuals leaving the Southside Virginia Training Center.

START Region IV

- * Region IV has received 133 referrals for START evaluation and support
- * Planned In Home Supports - 14
- * Emergency In Home Supports – 11
- * After Hours Crisis Call Responses - 98

START Region IV

* Challenges:

- Meeting the demand for In Home Supports
- Implementation of the Respite Home
- Closure of SVTC

* Successes:

- 24/7 On Call Response.
- Collaboration with CSB Emergency Services

Region V

Dona Sterling-Perdue

**Welcome to START in
Virginia**



REGION V

SOUTHEAST VIRGINIA

Eastern Shore

Middle Peninsula-Northern Neck

Colonial

Hpt-NN

Portsmouth

Chesapeake

Virginia Beach

Western Tidewater

Norfolk

REGION V

Operated by the Hampton-Newport News
Community Services Board

Mobile Crisis Team became active in July 2012

24/7 mobile crisis response in October 2012

Therapeutic Respite Services (In-Home) began being offered in May 2013

Facility based therapeutic respite services will begin in Summer 2013

REGION V

Total number of people served by START

88

Total number of people provided in-home respite

5

Total number of crisis response services

23

REGION V

19 year old male

Recently moved back to his mother's home

Autism

Moderate Intellectual Disability

No connection to services at the time of the crisis

Waiver referral

Sponsored Residential Home

Day Support